caBIG™ Enterprise Support Network

NCI is Committed to Increasing caBIG™ Deployments

With over 80 institutions engaged and more than 40 software tools and technologies produced, caBIG™ is an integral component of the cancer research community. A significant portion of this progress was achieved through NCI funding institutions to build new and customized software tools. As new end-user needs arise, caBIG™ will continue to fund similar projects to build new tools and bolster progress within specific domain areas or workspaces.

With this baseline of technology and users established, the National Cancer Institute Center for Biomedical Informatics and Information Technology (NCICBIIT) is now poised to provide greater support and services so that more biomedical research organizations can use caBIG™ technology to solve real problems. To this end, NCI is augmenting its traditional support with the caBIG™ Enterprise Support Network, a collection of four new offerings: Service Providers, Knowledge Centers, Program Offices, and Enterprise Adopters. In addition to ongoing tool development, adoption, and workspace participation, these new programs will form a support network that will expedite and increase the integration of caBIG™ technology into scientific and clinical workflows at cancer and academic medical research centers and pharmaceutical and biotechnology companies.

Details about all these programs follow below in this fact sheet.

caBIG™ Funding for Next Generation Adoption

caBIG™ has evolved from a concept to a pilot to a now growing and innovative biomedical research enterprise. The number of caBIG™ users continues to expand and their needs are growing as well. These users are conducting complex and collaborative scientific research, requiring greater resources to adopt and implement caBIG™ infrastructure and tools.

These needs will be met through the offerings of the caBIG™ Enterprise Support Network, presenting new opportunities for cancer and academic medical centers, IT companies and others to serve as support providers, mentors and knowledge experts. Selective software development will continue as needed and caBIG™ compatible versions of existing technologies will remain encouraged and supported. Participants in the caBIG™ Enterprise Support Network will play a vital role in seeing caBIG™ technology become an everyday part of cancer research and in the future, an integral component of broader biomedical research and clinical care.
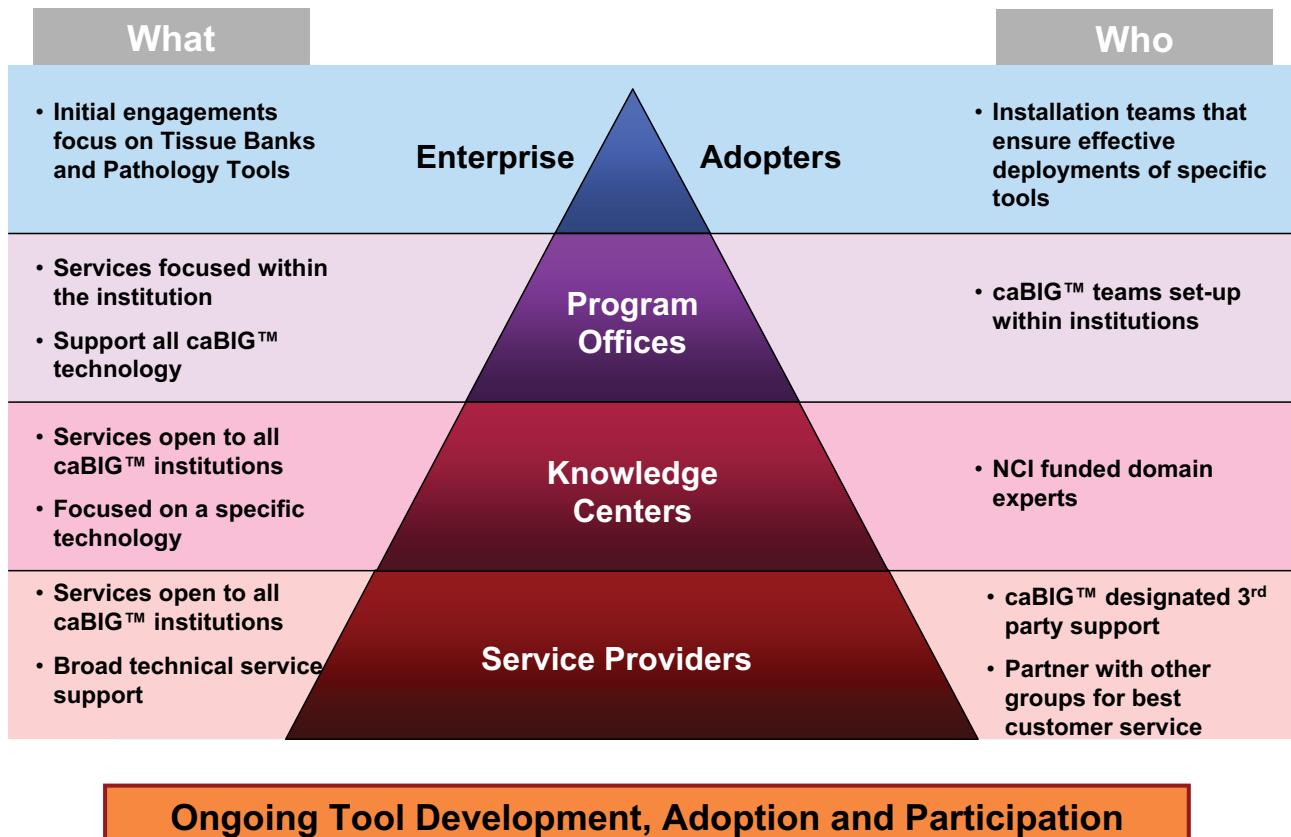
Learn More

More details about these opportunities including RFPs will be posted to the caBIG™ Website at https://cabig.nci.nih.gov/ and distributed through the caBIG™ Announce Listserv in the summer of 2007. Sign-up for the caBIG™ Announce Listserv at https://list.nih.gov/archives/cabig_announce.html.

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Support and Funding Programs At-a-Glance

What		Who
What		**Who**
• Initial engagements focus on Tissue Banks and Pathology Tools	**Enterprise Adopters**	• Installation teams that ensure effective deployments of specific tools
• Services focused within the institution • Support all caBIG™ technology	**Program Offices**	• caBIG™ teams set-up within institutions
• Services open to all caBIG™ institutions • Focused on a specific technology	**Knowledge Centers**	• NCI funded domain experts
• Services open to all caBIG™ institutions • Broad technical service support	**Service Providers**	• caBIG™ designated 3rd party support • Partner with other groups for best customer service

Ongoing Tool Development, Adoption and Participation

Ongoing Funding for Development, Adoption, and Participation

Funding for the development of new and customized software tools and specific participation in workspaces is awarded through openly-competed contracts, driven by priorities established in the workspaces. NCI will continue to fund the activities of these groups on a selective basis as specific community and scientific research needs warrant. Specifically, funding will continue to support the activities for the following:

- **Developers**: Developing or modifying interoperable tools (e.g., software and infrastructure)

- **Adopters**: Participating in the development of the tools and adopting applications for use in settings different from those in which they were developed

- **Participants**: Specific, targeted activities such as: mentoring others in data model and tool development, software development, documentation or training activities. Other activities might include: contributing to white papers in strategic, policy, or technology areas, such as patient privacy or security architecture.

Funding opportunities to support these activities will continue to be announced at http://bahcabigcontracts.com/ and distributed through the caBIG™ Announce Listserv.

Service Providers:
Comprehensive Technical Support

Service Providers are third party organizations that will deliver software application and infrastructure technical support to end-users and IT professionals. These organizations will be designated by caBIG™ to ensure that recipients of their services are getting the most accurate, up-to-date and effective support of caBIG™ technology. Service Providers will serve as a foundation of the Enterprise Support Network and will often collaborate with the other support providers.

The following are specific services that may be offered by Service Providers:

- Helpdesk/Phone support – both technical and end-user
- Development support and custom enhancements to caBIG™ tools
- Onsite installation and configuration support
- Development and delivery of training
- Data transformation and data migration support services
- Server hosting and maintenance
- Technical support to development teams implementing caGrid-enabled applications and more

Providers and Customers
Service Providers are most likely to be IT services companies and cancer and academic medical research centers with the capacity to provide the broad-based and comprehensive technical support needed to service the full-range of caBIG™ technology.

Any organization using caBIG™ technology and seeking to adopt caBIG™ technology will be able to request and obtain the services of a caBIG™ designated Service Provider.

Funding and Timing
Service Providers will not be directly funded through NCI but will be compensated via fee-for-service agreements that they establish with service recipients.

An RFI was issued in the fall of 2006 and cooperative meetings will be held to determine the specifics of how Service Provider support can most effectively be made available to the community. The original RFI can be found at: http://bahcabigcontracts.com/.

Once those determinations have been made, comprehensive information about how to engage with caBIG™-designated Service Providers will be disseminated through the caBIG™ community Website, at in-person meetings and through the caBIG™ Announcement Listserv.

Knowledge Centers:
External Domain Experts

Knowledge Centers will provide domain specific expertise within the caBIG™ community and serve as points of contact for education, outreach, training and deployment needs to the rest of the community. Each Knowledge Center will focus on a niche technology area and serve as an all-purpose consulting and service resource for that particular technology. Within the bounds of a specific domain/area of focus, these caBIG™-designated points of contact would provide the more personalized attention that some caBIG™ users and high-end technologies will require – beyond just applications support and communication materials. Knowledge Centers may often collaborate with Service Providers to augment their overall support with the deep technical skills of Service Providers.

Knowledge Centers will offer the following in support of their specific area of focus:

- Tools integration (e.g. facilitate a software tool introduction at an institution)
- Documentation and training development and/ or review (e.g. ensure documentation and training are current and available for domain-related caBIG™ tools)
- Software enhancement as needed
- Communication and outreach
- Training for new users
- Community Website content and technology management
- Domain-focused mentoring and knowledge sharing

Providers and Customers
Knowledge Centers are most likely to be cancer and academic medical research centers that have a demonstrated domain-area expertise. Knowledge Centers will be encouraged to supplement their skill-sets by partnering with Service Providers, cancer centers and other groups to meet the needs of the community.

Any organization using caBIG™ technology or seeking to adopt caBIG™ technology will be able to utilize the services of a Knowledge Center to address domain specific challenges.

Funding and Timing
This program will be launched in the summer of 2007. It is anticipated that the winning bidder(s) will roll out the Knowledge Center(s) six weeks after notification of award. Support of a domain-focused caBIG™ Knowledge Center will be provided in the form of funds for partial staffing of the Knowledge Center for three (3) years, as long as quarterly evaluations are fully satisfactory and meet the goals of the contract.

Program Offices:
Internal Institutional caBIG™ Expertise

Program Offices are caBIG™ teams that will be established within an individual institution, tasked with facilitating and expediting the adoption of caBIG™ technology in that institution. Program Offices would be appropriate for institutions that are eager to deploy and use a wide variety of caBIG™ technologies but lack the initial staffing resources to ensure smooth and effective rollouts and longer-term best practice usage. Staff members of the Program Offices would serve as liaisons between end-users, institutional leaders, IT administrators and other caBIG™ support resources.

Program Offices differ from Knowledge Centers in that they serve internally within an institution and will be able to facilitate the adoption of virtually any caBIG™ application or technology. Program Offices will also be able to call upon the domain expertise of the Knowledge Centers and the deep technical support skills of Service Providers.

Specifically, Program Offices will offer the following:

- On-site expertise and points of contact to manage caBIG™ technology deployments
- Broad-based caBIG™ knowledge management
- Coordination of tool workflow integration
- Technology education and tutorials
- Coordination of inter-departmental technology usage
- Communication of new caBIG™ program and technology updates
- Monitoring and reporting of caBIG™ usage and adoption

Funding and Timing
This program will be launched in the summer of 2007 for the establishment of initial Program Offices. NCICBIIT will provide funds to help staff a Program Office, while the awarded institution will be asked to supply its own matching staff as well.

Enterprise Adopter Program:
Software Installation Initiatives

The Enterprise Adopter Program will provide short-term but comprehensive support and services to install and successfully introduce an individual caBIG™ application within selected institutions. The Enterprise Adopter Program will serve to provide the higher levels of support and additional resources that institutions often need when they are first introducing new and powerful software tools. Phone support, provided through NCICBIIT Application Support, will serve as the initial point of contact for pilot Enterprise Adopter end-users and IT administrators who need additional technical information beyond existing end-user manuals and installation guides.

Specifically, Enterprise Adopter Programs will offer the following:

- NCICB helpdesk telephone support
- On-site support from caBIG™ application development teams, if appropriate
- Support through funded attendance, as appropriate, at Application End-User Meetings
- Technical support provided by caBIG™ program representatives and partners, if appropriate

At the same time Enterprise Adopter Program users will be expected to:

- Integrate caBIG™ tools in to their workflow in support of their research efforts
- Share data through caBIG™ silver-compatible application programming interfaces (API) or caGrid-enabled data services, subject to documented restrictions related to issues of patient privacy or IRB requirements
- Provide a written summary of lessons learned to assist caBIG™ teams in developing applications that can be widely accepted throughout the cancer research community

Funding and Timing
Enterprise Adopter Program awardees do not receive direct funds from the program but are instead provided with training and technical support. Initially, this program will be targeted to institutions interested in implementing the Tissue Banks and Pathology Tools. More details and a program application can be found at http://bahcabigcontracts.com/.

In the future, the program may be extended to cover other mature technology segments.